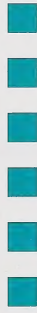


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# ***A Guide***



# **AiSH**

Assured Income for the  
Severely Handicapped





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### The AISH Program

The Assured Income for the Severely Handicapped (AISH) program will provide financial, personal income support and health benefits to you if you are an adult with a permanent disability that severely impairs your ability to earn a living. You will only receive AISH if your disability is permanent (e.g. if you have exhausted all opportunities for rehabilitation, training and work). The amount you will receive each month will depend on your and your spouse/cohabiting partner's income and assets.

**"Spouse"** means a legally married person.

**"Cohabiting partners"** are two adults in a relationship of interdependence where they share one another's lives, are emotionally committed to one another, and function as an economic and domestic unit.

This includes relationships where:

- two adults live together and have a child by birth or adoption;
- two adults live together and have entered into an adult interdependent partner agreement;
- two adults live together in a committed relationship, including relationships formerly described as common-law; or
- two adults are cohabiting partners but do not reside together (e.g. one partner is working out of town).

### AISH Benefits

As an AISH client, you receive a monthly living allowance. The living allowance is paid at the end of the month for the next month (for example, your cheque for May will be deposited at the end of April.) There is a maximum living allowance amount you can receive which is set according to Alberta government regulations. The living allowance amount you receive is based on the income you and your spouse/cohabiting partner receive.

The living allowance ensures that your total income from ALL sources will not fall below a certain level. That level is reviewed regularly by the Alberta government.

As an AISH client, you and your family members also receive health benefits. Dependants who are 18 and 19 years old who continue to attend high school can also receive health benefits if they reside with you or would ordinarily reside with you but are not doing so solely because you are in a facility. In addition to premium-free Alberta Health Care, you will get a health benefits card providing you coverage within Alberta for things like:

- prescription drugs;
- eyewear;
- eye exams;
- dental work;
- emergency ambulance services; and
- essential diabetic supplies.

# AISH Benefits and Eligibility

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## Personal Income Support Benefits (PISBs)

In addition to the AISH living allowance you may be eligible to receive Personal Income Support Benefits (PISBs). To be eligible, you and your spouse/cohabiting partner must have \$3,000 or less in assets, and no other program or source is able to provide the benefit. PISBs cover needs that you have on an ongoing basis as well as assistance that you may need on a non-regular basis. The list of PISBs is as follows:

### Continuous Needs (ongoing):

- **Special Diet:** Help with the cost of groceries for special diets that are required for specific health conditions.
- **Childcare:** Help with the cost of providing childcare when no adult member of the family can care for a child, or child care is required.
- **Extraordinary Transportation:** Help with the cost of travel for regular medical appointments for a severe health condition or attendance at a day or employment program.
- **Remote Community Allowance:** Help with the higher costs of food and other household products in a remote community.
- **Service Animal Benefit:** Help cover the cost of maintaining a service animal, like a guide dog.
- **Child Supplement Benefit:** Help with the costs of raising your dependent children.
- **Other Continuous Needs:** Special approval for unique needs.



# AISH Benefits and Eligibility

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## Non-continuous Needs (as needed):

- **Children's School Expenses:** Help pay for a dependent child's school expenses. It will be issued once per year.
- **Infant Allowance:** Help cover some initial costs of caring for a baby including: baby clothing, accessories, crib, mattress, bedding, high chair, stroller and baby car seat.
- **Funeral Expenses:** Help cover the costs of funeral arrangements for AISH clients, spouse/cohabiting partner or dependants.
- **Alberta Centennial Education Savings Plan Benefit:** Help parents save for their children's education for those eligible dependent children.
- **Community Start-up Allowance:** Help cover moving expenses, damage deposit, furniture, appliances and household items that may be needed when an AISH client leaves an institution and needs to set up a home in the community.
- **Addictions Treatment Allowance:** Help cover the cost of room and board at an AADAC approved residential addictions treatment program.
- **Employment and Training Supports:** Help pay for the goods and services needed to look for a job, accept a job offer or attend a job-training program.
- **Specialized Clothing:** Help cover costs when special clothing is required because of a medical condition.
- **Exceptional Travel Benefit:** Help cover the cost of occasional travel for health services.
- **Moving Allowance:** Help with costs when you must move for employment, to an adapted residence or your present accommodations are endangering your health.
- **Escaping Abuse:** Help with costs to leave an abusive situation and set up a new residence.
- **Emergency Allowance:** Help cover costs when you are faced with an emergency situation.
- **Medical/ Surgical Equipment or Supplies:** Help with the cost of medical or surgical items, equipment or supplies that are medically necessary.
- **Other Non-continuous Needs:** Special approval for unique needs.

## Modified AISH

A different monthly living allowance called *Modified AISH* may be paid to you if you have a disability and live in a hospital, nursing home or other facility listed in the AISH regulations. You can find out if a facility is on the list by contacting an AISH worker at an AISH office or on the AISH website listed at the end of this booklet. *Modified AISH* includes room and board costs in the facility and a living allowance paid to the AISH client. *Modified AISH* also takes into account your and your spouse/cohabiting partner's income and assets when determining the amount of your living allowance.

# AISH Benefits and Eligibility

## Eligibility

To qualify for AISH, *everything* on the following list must match your situation:

- You must have a severe disability.
- The disability must be so severe that it substantially limits your ability to earn a living. Your disability must be the main factor, not your age, lack of education or lack of available jobs.
- The disability must be permanent. You may not qualify for AISH if treatment for your condition will help you to be able to work.
- You must not have refused to take or look for reasonable employment for reasonable wages. You must not have quit work that you were capable of doing.
- You must not have refused or neglected to take training, rehabilitation or medical treatment which would help you to be able to work.
- Your income and the income of your spouse/cohabiting partner must not exceed the limits allowed under the program.
- Your assets and the assets of your spouse/cohabiting partner must not exceed the limits allowed under the program.
- You must be 18 years old or older, but not eligible to receive an Old Age Security pension.
- You must be a permanent resident of Alberta.
- You cannot be residing in an institution such as a Correctional Centre, Michener Centre in Red Deer or a psychiatric hospital, since these institutions provide for your basic needs.
- You must apply for other income benefits you qualify for, such as Canada Pension Plan disability benefits.
- You must claim or collect the benefit of any asset you qualify for (such as an inheritance).

### ***Please note***

The information in this booklet serves only as a general guideline to the program. An AISH worker determines whether you qualify for AISH.



# Income and How it Affects Your AISH Benefits

The level of living allowance you receive from AISH depends on the type and amount of income that you and your spouse/cohabiting partner have. Your AISH living allowance is meant to be added to your other sources of income to ensure that you have \$950 per month. We want to make sure that the way we manage income is fair, consistent and helpful so you have the greatest financial independence possible.

## Guidelines for Income Exemptions

AISH clients may receive income from many different sources. These sources fall under one of the following four categories.

### Fully Exempt Income

Fully Exempt Income includes money from the government for expenses that AISH does not cover and special compensation payments from the government.

### Employment Income

Employment Income exemptions have been increased to allow you to keep more of the money you earn through working.

### Partially Exempt Income

Partially Exempt Income normally includes money from business activities, interest income and money that may cover the extra expenses of spouses.

### Non-exempt Income

Income that is not exempt includes money from income replacement or pension programs such as Employment Insurance, Canada Pension Plan Disability or Workers' Compensation Benefits. These programs provide money to cover basic living needs.

## 1. Fully Exempt Income

Fully exempt income is ignored when calculating your AISH benefit. Although this income will not affect your living allowance, you must still report it to your AISH worker. The following types of income are exempt\*:

- a Canada Child Tax Benefit under the Income Tax Act (Canada);
- income generated by a locked-in retirement account if you cannot withdraw the money;
- a grant or loan given to start a business by the Government of Canada or Alberta or by a not-for-profit organization;
- income earned by a dependent child;
- a home adaptation, renovation or repair grant;
- financial benefits paid pursuant to the Victims of Crime Act (Alberta);

*\* This is not an exhaustive list.*

# Income and How it Affects Your AISH Benefits

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## 1. Fully Exempt Income (continued)

- a death benefit paid under the Canada Pension Plan Act (Canada);
- a Goods and Services Tax credit;
- a remote area heating allowance;
- a handicap benefit received by your spouse/cohabiting partner;
- a social allowance paid to a guardian on behalf of a child in need;
- a payment by Alberta Children's Services to a foster parent for the basic maintenance of the foster child;
- student loans;
- income tax refunds;
- a grant for an educational or training program designed to enhance the person's employability, as outlined in AISH Regulations;
- a payment, refund or credit from the Government of Canada or Alberta designed to protect consumers from high energy costs;
- First Nation per capita distribution payments up to \$900 per person per year;
- a payment of the family employment tax credit under the Alberta Income Tax Act;
- the first \$400 of monthly income received on behalf of each dependent child;
- a monthly benefit received by your spouse/cohabiting partner under the Alberta Seniors Benefit Act;
- payments from special compensation programs from the Government of Alberta or the Government of Canada, as determined by the Minister, and listed in the AISH policy manual;
- a payment received from a provincial government as compensation for a person having been infected with HIV from the blood supply;
- money received from the Government of Alberta to assist a person with a disability in purchasing services that will enable the person to live in the community;
- up to and including \$900 per person, including dependent children, per year received as cash gifts to mark social occasions;
- an award or prize given in recognition of outstanding academic or community achievement;
- payment from the Government of Alberta under the Special Payment Act (lump-sum payments to the widows of workers who died from work related accidents occurring prior to January 1, 1982);
- payments under the Hepatitis C Settlement Agreement;
- First Nation Specific Claim Settlements as determined by the Minister, and listed in the AISH policy manual;
- honoraria; and
- payments received from life insurance policies on terminally ill persons.

*\* This is not an exhaustive list.*



# Income and How it Affects Your AISH Benefits

## 2. Employment Income (Partially Exempt)

Income that is partially exempt means only part of this income is counted when calculating your monthly AISH living allowance. The partial exemption for employment income varies depending on whether you are single, have a spouse/cohabiting partner or have a dependent child.

### Partial Exemption Rules

- (i) The first \$400 of employment or self-employment income is exempt plus 50% of any amount over \$400, to a maximum of \$1,000 of employment income (Income over \$1,000 is deducted dollar for dollar from the AISH living allowance.) This means a maximum exemption of \$700 for:
  - a single person; or
  - a married/cohabiting partner with no children, if each spouse/cohabiting partner is eligible for AISH
- (ii) The first \$975 of the combined client's and spouse/cohabiting partner's employment or self-employment income is exempt plus 50% of any amount over \$975, to a maximum of \$2,000 of employment income (Income over \$2,000 is deducted dollar for dollar from the AISH living allowance.) This means a maximum exemption of \$1,488 for:
  - a single parent with one or more dependent children;
  - married/cohabiting partners and **only one** spouse/cohabiting partner is eligible for AISH; or
  - married/cohabiting partners and **both** spouses/cohabiting partners are eligible for AISH, and have children. In this situation only one person will qualify for this exemption, the other person will qualify as a single (\$400 + 50% to a total maximum exemption of \$700).

The following types of incomes fall under the category of Employment Income (Partially Exempt):

- net earnings from self employment;
- net earnings from employment, after statutory deductions (Employment Insurance, Canada Pension Plan, taxes), mandatory employer deductions and deductions by an employer for health benefits; and
- accommodation, goods or services received in kind for work performed.



# Income and How it Affects Your AISH Benefits

## 3. Partially Exempt Income

Income that is partially exempt means only part of this income is counted when calculating your AISH living allowance. The partial exemption varies depending on whether you are single, have a spouse/cohabiting partner or have a dependent child.

### Partial Exemption Rules

- i) **The first \$200** of certain types of income is exempt plus 25% of any amount over \$200 for:
  - a single person; or
  - married/cohabiting partners with no children, where both you and your spouse/cohabiting partner are eligible for AISH. (In this situation both you and your spouse/cohabiting partner will qualify for this exemption.)
- ii) **The first \$775** of certain types of income is exempt and 25% of any amount over \$775 for:
  - a single parent with one or more dependent children;
  - married/cohabiting partners and **only** one spouse/cohabiting partner is eligible for AISH; or
  - married/cohabiting partners and **both** spouses/cohabiting partners are eligible for AISH, and have children. In this situation only one person will qualify for this exemption, the other person will qualify under rule (i) above.

The following types of incomes are considered Partially Exempt Income: \*

- interest income from any source;
- investment income;
- an award or settlement of a personal injury claim;
- dividend income;
- income from land leases for oil exploration;
- winnings from lotteries and other games of chance;
- 50% of room and board income;
- 50% of rental income generated from renting part of a principal residence;
- farm income, including income from the lease of farm land, less deductible expenses;
- business income, including income from rental properties, less deductible expenses;
- scholarships, bursaries, training allowances and other student grants; and
- money received for loss of income under a private disability insurance plan.

*\* This is not an exhaustive list.*

# Income and How it Affects Your AISH Benefits

In some cases **only your spouse/cohabiting partner** may receive a partial exemption on certain types of other income. The following types of spousal/cohabiting partner incomes have a partial exemption applied to them: \*

- a benefit under the Old Age Security Act (Canada);
- Workers' Compensation;
- Employment Insurance;
- a benefit under the Pension Act (Canada);
- a benefit, other than the death benefit under the Canada Pension Plan;
- Quebec Pension Plan payments;
- a benefit under any Act under the administration of the Minister of Veterans Affairs (Canada);
- retirement income, including pension payments and payments from an annuity; and
- mineral royalties.

*\* This is not an exhaustive list.*

## 4. Non-exempt Income

If you receive any of the types of income listed below\*, they are not exempt and are deducted from your AISH living allowance dollar for dollar.

- Canada Pension Plan disability/early retirement payments;
- Workers' Compensation;
- Employment Insurance;
- pensions and retirement income;
- payments from Veterans Affairs;
- mineral royalties;
- support payments from a sponsor if you are a sponsored immigrant; and
- spousal support from a former spouse/cohabiting partner.

*\* This is not an exhaustive list.*

## Work, Income and the Calculation of Your AISH Benefit

If your health and medical condition allows, you may still be capable of working on a part-time or periodic basis.

It is in your best interest to work as much as you can since the income exemption rules allow for only a portion of your income to be used when calculating your AISH living allowance. To learn more about the effect income has on your AISH living allowance, talk to an AISH worker. The formula for calculating your AISH living allowance is:

$$\begin{array}{rcccl} \text{Monthly} & & \text{Maximum} & & \text{Income} & & \text{Monthly} \\ \text{AISH Living} & = & \text{AISH Living} & + & \text{Exemption} & - & \text{Take-Home} \\ \text{Allowance} & & \text{Allowance} & & \text{Amount} & & \text{Pay} \end{array}$$

Calculating your monthly AISH living allowance involves two steps. First, you have to calculate the income exemption amount using the income exemption formula related to your situation (*see page 5 to 9*). Then use this amount to calculate your living allowance. Below are two examples showing how your monthly AISH living allowance is determined.

### Example 1

You are a single person. You are working and your take home pay is \$700 per month. You have no other income.

#### Step One - Calculate your Income Exemption

Using the Employment Income Partial Exemption rule (i) from page 7 the calculation is:

$$\begin{array}{rcl} \text{Income Exemption} & = & \$400 + (50\% \times \$300) \\ \text{Amount} & = & \$400 + \$150 \\ & = & \$550 \end{array}$$

#### Step Two - Calculate your Monthly AISH Living Allowance

Using the income exemption amount above and the maximum AISH living allowance of \$950 the calculation is:

$$\begin{array}{rcl} \text{Monthly AISH} & = & \$950 + \$550 - \$700 \\ \text{Living Allowance} & = & \$800 \end{array}$$

Therefore, your monthly AISH living allowance is \$800. Your total monthly income would be \$1,500 (\$800 AISH + \$700 employment income).



## Work, Income and the Calculation of Your AISH Benefit

### Example 2

You are married or have a cohabiting partner. Your spouse/cohabiting partner is working and their net income is \$1,200 per month. You have no other income.

#### Step One - Calculate your Income Exemption

Using the Employment Income Partial Exemption rule (ii) from page 7 the calculation is:

$$\begin{aligned}\text{Income Exemption} &= \$975 + (50\% \times \$225) \\ \text{Amount} &= \$975 + \$113 \\ &= \$1,088\end{aligned}$$

#### Step Two - Calculate your Monthly AISH Living Allowance

Using the income exemption amount above and the maximum AISH living allowance of \$950 the calculation is:

$$\begin{aligned}\text{Monthly AISH} &= \$950 + \$1,088 - \$1,200 \\ \text{Living Allowance} &= \$838\end{aligned}$$

Therefore, your monthly AISH living allowance is \$838. Your total monthly income would be \$2,038 (\$838 AISH + \$1,200 employment income).

## Alberta Adult Health Benefit

If your Canada Pension Plan disability benefits or employment income is too high for you to continue to qualify for AISH, you may be eligible for the Alberta Adult Health Benefit (AAHB).

AISH and AAHB provide the same level of health coverage. Health benefits are provided to the former AISH client, their spouse/cohabiting partner and their dependent children through the Health Benefits Card (HBC). The standard benefit year for AAHB is September 1 - August 31. Renewal letters are mailed in August. Ongoing eligibility is based on the household's net income from the previous year.

## Rapid Re-instatement

If your monthly employment income exceeds the amount allowed by the AISH program and your benefits cease, you may qualify for Rapid Re-instatement of AISH benefits if, for any reason, you should lose your employment income. No medical is required if you are on the AAHB program or your application is made within two years and your medical condition has not changed.

## Conditions for Receiving AISH

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If you receive AISH you must apply for all income you are entitled to receive. For example, you must apply for Canada Pension Plan disability and other benefits if you are eligible for them.

**You must also report to your AISH worker any changes in your situation affecting your eligibility or the level of living allowance you should receive.** Periodically you will be mailed a reporting form. You must fill it out and send it back to your AISH worker. Also, an AISH worker may visit to verify your situation at any time.

As an AISH client you must report the following as soon as they occur:

- any change in your medical condition;
- any change in your situation that permits you to begin work, training or rehabilitation;
- any change in your income or your spouse/cohabiting partner's income;
- any change in your assets or your spouse/cohabiting partner's assets;
- any change in your marital status;
- any change in your address;
- a move to or from an institution or other facility such as a hospital;
- a permanent move outside Alberta; and
- an extended stay outside Alberta.

## Assets and How They Affect Your AISH Benefits

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The assets owned by you and your spouse/cohabiting partner will affect whether you qualify for AISH.

### The Asset Limit

The limit on assets is \$100,000, but some assets do not count as part of the limit. You must report all of your and your spouse/cohabiting partner's assets. If you and your spouse/cohabiting partner are both on AISH, together you can have assets up to \$100,000. The assets of the parents or children of an AISH client are not considered.

### Information on Assets

Assets are things that you and your spouse/cohabiting partner own that are worth money.

- **Cash or cash-equivalent assets** are assets that can be easily sold or cashed in. This includes assets such as negotiable cheques, bank accounts, term deposits, GIC's, Treasury Bills, Canada Savings Bonds, other government bonds, strip bonds, corporate bonds, RRSP's, RRIF's, locked-in retirement accounts (LIRA's) and the cash value of life insurance.

# Assets and How They Affect Your AISH Benefits

## Information on Assets (continued)

- **Investments** include assets that are intended to make a profit, like stocks, shares, or mutual funds. A loan owed to you or your spouse/cohabiting partner is considered an investment.
- **Property** includes homes, cabins, land, buildings, vehicles, and other similar things.
- **Business/Farm** includes a commercial firm, shop, or farm operated to earn income. This includes any home-based businesses and rental property.
- **Trusts** are property or money legally entrusted to a person with instructions to use it for your benefit or your spouse/cohabiting partner's benefit.

## Assets Not Counted as Part of the Asset Limit

The following assets are exempt. In other words, they are not counted when considering your eligibility for AISH. In addition to these assets, you and your spouse/cohabiting partner can have any combination of assets worth a total of \$100,000 without your eligibility changing. However, you need to report all of your assets.

### Exempt Asset List

- **Your home** includes the home you live in or the home quarter of a farm (including furniture and appliances).
- **Vehicles** include one car or truck, plus a vehicle adapted for your disability.
- **Insurance payments** are insurance settlements you receive to replace damaged or stolen property (as long as the property is considered to be an exempt asset) and as long as the money is used to replace or repair the property within 90 days.
- **Special Compensation Payments**, or assets purchased with that money, including the
  - sterilization compensation from the Government of Alberta.
  - government compensation for persons infected with HIV through the blood supply.
  - payments received under the Federal Extraordinary Assistance Plan (e.g. thalidomide).
  - Victims of Crime compensation (Alberta).
  - Japanese Canadian Redress Payments.
  - payments received under Alberta's Special Payment Act.
  - Hepatitis C compensation, except payments for loss of income and payments for loss of support.
  - payments to veterans of the Canadian or Newfoundland Merchant Navy or to their surviving spouses/cohabiting partners.
- **Assets held by a trustee in a bankruptcy proceeding.**
- **A locked-in retirement account (LIRA).**



# Assets and How They Affect Your AISH Benefits

## Determining What an Asset is Worth

If you are required to verify the value of your assets, your worker will request that you provide appropriate documentation (such as bank statements, property assessments, quarterly statements, income tax returns, or annual financial statements). For some kinds of assets, you report the **market value**. For other kinds of assets, you report the **net value**.

Type of Asset	Value
Cash or cash equivalents	use market value
Investments	use market value
Property*	use net value
Business/Farm	use net value
Trusts	use market or net value according to type of asset held within the trust

**Market Value** means the value of an asset if it were sold or cashed, with fair exposure to the market. For example use your most recent bank or investment statement to determine how much you would get for the asset.

**Net Value** means the "market value" less the "allowable debt" against that asset (if it's a negative value, we consider it to have a value of zero).

"Allowable Debt" means a loan supported by a legal agreement and requiring payment of a market rate of interest.

\* For example, for a non-exempt vehicle, you would determine the net value by using the "book" value and subtracting the amount you owe on the vehicle.

## Converting Assets from One Kind Into Another

If you sell an exempt asset, you have up to 90 days to buy another exempt asset without your eligibility being affected.

For example, if you sold your house to buy another house, the cash you had on hand between the transactions would not disqualify you for AISH as long as you used it to buy another house within 90 days.

There are some other things to remember when selling and buying assets so your eligibility does not change:

- If you dispose of an asset that is not on the exempt list, you must get market value for it. For example, you cannot sell it to a relative for less than it's worth or give it to someone for free.
- If you sell or cash in an asset that is not on the exempt list, you can do two things with the money:
  1. buy an asset that **is** on the exempt list; or
  2. pay down the debt on an asset that is on the exempt list.
- If you borrow money on property, a farm, or business, the loan must be supported by a legal agreement (secured by the asset) that requires the loan to be paid back at a market rate of interest.
- If you borrow money against an exempt asset, you cannot use the money to create a debt against an asset that is not on the exempt list.

# Applying for AISH

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To apply for AISH, contact an AISH office listed at the end of this booklet. You must provide full information so that a decision on whether you qualify can be made. The following are things the AISH program requires to properly assess your AISH eligibility:

- You will need to fill out a questionnaire about your condition and how your condition affects your daily living as well as your ability to work. Make sure it is filled out completely so your application is not delayed.
- Your doctor will have to fill out a medical report. You will have to pay the doctor for his/her examination and for filling out the report unless you are already receiving benefits through the Alberta Works Income Support program, or live in a facility such as a nursing home or psychiatric hospital.
- A form reporting on your mental functioning may be required if the reason for your disability is mental illness or mental disability.
- You may need to present a form stating if you are able to work and what kind of work you can do.
- An AISH worker will make an appointment with you to discuss your disability and how it affects you. This is also an opportunity for you to get answers to any questions you have about the AISH program.
- An AISH worker will ask your permission to confidentially verify your personal finances.

**Other documentation you will need to provide includes, but is not limited to:**

- picture ID (driver's licence, Treaty Card, passport);
- Social Insurance Number;
- birth certificate;
- Alberta Health Care card;
- birth certificates or Alberta Health Care cards of any dependent children you have;
- divorce papers if you are divorced;
- profit and loss statement or last income tax return if you are a farmer or are self-employed;
- pay stubs, pension stubs or other documentation of your income;
- documentation of the income from any investments you have;
- documentation of the value of your assets; and
- Adult interdependent partner agreement, if applicable.

An AISH worker may ask you for additional information in order to determine your AISH eligibility. This may include information from agencies or counsellors you may have dealt with prior to applying for AISH.

# Applying for AISH

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## ***Please note***

It can take some time when you apply for AISH before a decision is made. The length of time depends on how quickly you can provide complete and correct documents regarding your application. If you are found to be eligible, your AISH monthly living allowance normally starts the month after the AISH worker receives the information needed to make a decision.

## AISH Appeals

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If you disagree with any decision regarding your AISH benefits or eligibility, please contact your AISH worker and an internal review process will begin immediately. There is also an independent regional citizens' appeal panel that can hear appeals if you disagree with the internal review.

The independent regional citizens' appeal panel is a group of people from the community, who do not work for the Alberta Government. This appeal is a hearing at which both you and the department explain their case. Every applicant or client has the right to appeal, and you can bring someone to help you. When you meet with the appeal panel, you tell them why you do not agree with the decision. **The appeal must be made in writing, and within 30 days from the time you received notice of the decision and of your right to appeal.** You can pick up a Notice of Appeal at an AISH office listed at the end of this guide or from the Appeals Secretariat.

For more information about appeals, contact the Appeals Secretariat.

### **Phone**

Edmonton: (780) 427-2709

Calgary: (403) 297-5636

Outside Edmonton or Calgary: call 310-0000 (toll-free) and then dial (780) 427-2709.

### **Web**

[www.gov.ab.ca/appeals](http://www.gov.ab.ca/appeals)

### **E-mail**

[appeals@gov.ab.ca](mailto:appeals@gov.ab.ca)

### **By mail or in person**

6th Floor Centre West Building

10035 108 Street

Edmonton, AB T5J 3E1



## When You Receive Old Age Security

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When you receive Old Age Security benefits (usually at age 65), your AISH benefits stop the month after you start receiving Old Age Security benefits.

## Financial Administrator

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If you need help managing the income you get from AISH, a financial administrator can be appointed under the AISH Act. The financial administrator must make sure the AISH living allowance is spent on the person receiving it and may have to provide an account of how the money was spent. The financial administrator has the same responsibility as the person receiving the AISH living allowance. They must report any change in your medical condition, ability to work, income or assets.

## More Information

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General program information regarding the Assured Income for the Severely Handicapped (AISH) Act, Regulation and Policy Manual is available at <http://www.seniors.gov.ab.ca/aish/index.asp>.

Information about Government of Alberta services is available in an easy to use format at <http://www.servicealberta.ca/pages/home.asp>.

You can reach any AISH office toll-free by calling 310-0000 and then entering the number you need, including the area code. Assistance is available Monday to Friday from 8:15 a.m. to 4:30 p.m. Callers with TTY Deaf or Hard of Hearing Relay can reach Alberta government offices by dialing (780) 427-9999 in Edmonton or 1-800-232-7215 in other Alberta locations. You can also visit any of the AISH offices listed below:

### **Athabasca**

Duniece Centre Suite 300  
4810 50 Street  
Athabasca AB T7S 1C9  
(780) 675-6853

### **Barrhead**

Provincial Building  
P.O. Box 4517  
6203 49 Street  
Barrhead AB T7N 1A4  
(780) 674-8324

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**Calgary**

500 TGS Place  
1520 4 Street SW  
Calgary AB T2R 1H5  
(403) 297-8511

**Edmonton**

Westcor Building  
500, 12323 Stony Plain Road  
Edmonton AB T5N 4B4  
(780) 415-6300

**Camrose**

2nd Floor 4901 50 Avenue  
Camrose AB T4V 0S2  
(780) 608-2534

**Fort McMurray**

Main Floor Provincial Building  
9915 Franklin Avenue  
Fort McMurray AB T9H 2K4  
(780) 743-7444

**Cold Lake**

P.O. Box 698  
408, 6501B 51 Street  
Cold Lake AB T9M 1P2  
(780) 594-1984

**Grande Prairie**

100 Towne Centre Mall  
9845 99 Avenue  
Grande Prairie AB T8V 0R3  
(780) 538-5562

**Crowsnest Pass**

Provincial Building  
12501 20 Avenue  
P.O. Box 870  
Blairmore AB T0K 0E0  
(403) 562-3216

**High Prairie**

P.O. Box 849  
Provincial Building, 5226 53 Avenue  
High Prairie AB T0G 1E0  
(780) 523-6685

**Drumheller**

P.O. Box 2079  
2nd Fl. Riverside Centre  
180 Riverside Drive East  
Drumheller AB T0J 0Y0  
(403) 823-1638

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**Hinton**

568 Carmichael Lane  
Hinton AB T7V 1S8  
(780) 865-8273

**Olds**

P.O. Box 3810  
4905 50 Avenue  
Olds AB T4H 1P5  
(403) 507-8060

**Lac La Biche**

Provincial Building  
P.O. Box 420  
9503 Beaverhill Road  
Lac La Biche AB T0A 2C0  
(780) 623-5215

**Peace River**

Mail Bag 900 - 15  
Midwest Building  
9715 100 Street  
Peace River AB T8S 1T4  
(780) 624-6241

**Lethbridge**

Provincial Building  
200 5 Avenue S  
Lethbridge AB T1J 4L1  
(403) 382-4723

**Red Deer**

109 Provincial Building  
4920 51 Street  
Red Deer AB T4N 6K8  
(403) 340-4339

**Lloydminster**

5016 - 48 Street  
Lloydminster AB T9V 0H8  
(780) 871-6479

**Rocky Mountain House**

P.O. Box 1180  
Provincial Building, 4919 51 Street  
Rocky Mountain House AB T4T 1A8  
(403) 845-8594

**Medicine Hat**

Provincial Building  
201 346 3 Street SE  
Medicine Hat AB T1A 0G7  
(403) 529-3575

**St. Paul**

P.O. Box 309  
5126 50 Avenue  
St. Paul AB T0A 3A0  
(780) 645-6379



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**Vegreville**

24 Husky Plaza Mall  
5341 50 Avenue  
Vegreville AB T9C 1P8  
(780) 632-5464

**Wetaskiwin**

1st Floor Macadil Building  
5201 51 Avenue  
Wetaskiwin AB T9A 0V5  
(780) 361-1291

**Contact this office at:**

